

### **ABSTRACT OF THE DISCLOSURE**

[0090] Systems and methods for workforce planning, which in one embodiment among many, can be broadly summarized by a representative method of generating a forecast report by processing a work-planning input together with a performance report, the performance report having been generated by processing a call-history statistic obtained from a communication switch and/or a work-history statistic obtained from a call center.

[0091] Another embodiment can be described as a workforce planning system that has logic configured to generate a forecast report by processing a work-planning input together with a performance report, the performance report having been generated by logic configured to process a call-history statistic obtained from a communication switch and/or a work-history statistic obtained from a call center.